

# INTERNAL TITLE 5 VACANCY ANNOUNCEMENT

<b>Announcement Number:</b>	<b>2004-38</b>	<b>Opening Date:</b>	<b>03/17/04</b>	<b>Closing Date:</b>	<b>04/07/04</b>
<b>Position/Position Number:</b>	<b>Program Support Clerk/OA GS-303-5 (#33250)</b>	<b>Organizational Location:</b>	<b>Patient Financial &amp; Support Service Health Services Administration Section Duty Station: Temple ICF</b>		
<b>Salary Range:</b>	<b>GS-5: \$26,699 - \$34,714 Per Annum (Includes 10.09% Locality Comparability Pay)</b>	<b>Area of Consideration:</b>	<b>CURRENT PERMANENT EMPLOYEES OF CTVHCS</b>		

## Duties and Responsibilities:

**Hours of Duty:** 8:00 a.m. to 4:30 p.m., Monday – Friday. Incumbent works in the HSA office and has the primary function of supporting the administration and implementation of the facility wide Bed Control processes. Incumbent also provides ancillary support to the HSA staff as the needs arise and as directed the Chief, section supervisor or designated team leader. The HSA office is responsible for the administration and oversight of various processes, which includes: Internal transfers between the integrated care facilities (ICFs) within the system. Incumbent's primary responsibility is to provide the clerical and administrative support necessary to manage the movement of patients from other facilities or from one level of care to another within the CTVHCS. It entails working closely with the unit staff and staff of other facilities and organizations involved with patient movement. The incumbent receives and directs telephone calls pertaining to bed availability, bed movement and transfers; initiates the notification process as appropriate to keep all involved parties within CTVHCS informed; communicates throughout the day with unit staff in reference to the availability of beds and shares information with all involved personnel; supports all processes by initiating or contributing to the daily bed control and availability reports that are shared at the end of each day with staff of various services for their information on off tours and weekends/holidays. Assists in management of available beds for both inter- and intra-facility transfers. Defers clinical issues to appropriate resources. Communicates on a daily basis with physicians, providers, and administrative support staff to ensure the timely transfer of patients and to keep everyone informed of current activities. Reviews daily AOD logs for any off tour activities requiring follow-up from bed control and follows standard procedures for sharing information and/or initiating appropriate action. Records complete patient information data on bed movement and patient transfers on a daily basis. Creates and maintains monthly Excel logs for bed movement activities. Collects data and prepares monthly and yearly reports using Microsoft Word applications. Contacts appropriate administrative and clinical personnel regarding data analysis.

## Qualification Requirements:

**QUALIFICATION REQUIREMENTS:** Qualifications are derived from the Office of Personnel Management Group Coverage Qualification Standard for Clerical and Administrative Support Positions, available in Human Resources Management Service (HRMS). At the GS-5 level, must have one (1) year of specialized experience equivalent to at least the GS-4 level or 4 years above high school. Specialized experience is experience which is directly related to the position to be filled and which has equipped the candidate with the particular knowledge, skills, and abilities to perform successfully the duties of the position. Services of a qualified typist are required. **Applicants must have documentation of Typing Proficiency of 40 words per minute. Applicants who do not possess a typing proficiency (no more than 3 years old) or who have not held positions in the Federal Government requiring a typing proficiency must schedule a typing test with Texas Workforce Commission. Certification of typing proficiency must be received by close of business on the seventh calendar day after the closing date of this announcement.**

## Rating and Ranking:

Qualified candidates will be rated and ranked on the following knowledge, skills, and abilities:

- Knowledge and understanding of eligibility requirements for veterans.
- Knowledge of public laws, federal guidelines and Department of Veterans Affairs (DVA) regulations and directives that govern eligibility for medical care administered through the Veterans Healthcare Administration (VHA).
- Ability to organize, coordinate, and control work flow effectively and be able to develop office processes that promote time and staff efficiencies.
- Ability to communicate both orally and in writing with a wide variety of people with differing educational backgrounds.

## How to apply:

Permanent employees who wish to be considered for this position must obtain necessary forms through the internet address: <http://www.texvet.com/HRMS/forms.htm>. VA FORM 5-4078 MUST BE RECEIVED IN HRMS, TEMPLE, BY CLOSE OF BUSINESS ON CLOSING DATE OF ANNOUNCEMENT. VA FORMS 5-4676A AND 5-4667B MUST BE RECEIVED WITHIN SEVEN (7) CALENDAR DAYS AFTER THE CLOSING DATE OF ANNOUNCEMENT. **DO NOT SUBMIT** letters of recommendation, performance appraisals, position descriptions, photographs, publications, examples of your work, etc. This additional information will not be forwarded to the facility. **Extraneous application materials submitted will be destroyed.**

## Refer all questions to:

Please refer all questions to Karen Young, Human Resources Specialist, extension 39-5513

**NOTE:** This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify Karen Young. The decision on granting accommodation will be on a case-to-case basis.

**THIS IS A BARGAINING UNIT POSITION.**

CTVHCS IS A SMOKE-FREE ENVIRONMENT.

IF PATIENT NEEDS ARISE, THE INCUMBENT OF THE ABOVE POSITION MAY BE REASSIGNED TO THE WACO OR MARLIN INTEGRATED CLINICAL FACILITY WITHIN THE CENTRAL TEXAS VETERANS HEALTH CARE SYSTEM.

**EQUAL EMPLOYMENT OPPORTUNITY: ACTIONS TO FILL THIS POSITION WILL NOT BE BASED ON DISCRIMINATORY FACTORS, WHICH ARE PROHIBITED BY LAW.**